

# Customer Support

Support services are available to help you in case you have a question about your HP LaserJet printer. Following are some places to turn for this support.

## **Help From Your Organization**

If your organization has many HP printers, the best source of assistance may be within your own company. Many organizations designate central support personnel to help when you have any problems with your computer system or when you need consumable items such as toner cartridges or paper. These support personnel, in turn, can call special resources within HP when necessary.

## **Help From Your Dealer**

If you purchased your printer from an HP dealer or system vendor, your dealer is the best source of assistance. Your salesperson should be familiar with your needs, equipment, configuration and software and should be able to provide you with the information you need. Your dealer can also access special support resources and programs within HP. Contact your dealer for details on available support options.

## **Help from HP**

### **The CompuServe HP Forum**

The HP Forum on CompuServe is a fast and easy way to get drivers and updated application notes for HP LaserJet printers. As soon as printer drivers and notes are available, they are uploaded to HP Forum for instant access by CompuServe members.

If you are not a member of CompuServe, but would like to join, call CompuServe at 1-800-848-8199 (operator #51) and take advantage of the Free Introductory Membership, which includes:

- A \$15 introductory usage credit to CompuServe.
- A private User ID number and Password.
- A complimentary subscription to CompuServe's monthly publication, *CompuServe Magazine*.

## **HP Distribution**

Software drivers and application notes are also available through HP Distribution by calling at 303-353-7650 (materials are mailed at no charge).

## **HP FIRST Faxback support**

Hewlett-Packard has installed a "faxback" service called HP FIRST (Fax Information Retrieval Support Technology). A wealth of information on HP peripherals, including the full line of HP LaserJet printers, is available to anyone with access to a group 3 fax machine. The phone number for the HP FIRST service is:

208-344-4809

## **HP's Personal Peripherals Assist Line**

If your organization's support personnel or your dealer are unable to answer your question, Hewlett-Packard has a Personal Peripherals Assist Line available to you. It is available from 7 AM to 6 PM (Mountain Standard Time), Monday, Tuesday, Thursday, and Friday, and 7 AM to 4 PM (MST) Wednesday.

(208) 323-2551

Before you call the Personal Peripherals Assist Line, do the following:

- 1 Check the "Troubleshooting Checklist" section of your printer *User's Manual*.
- 2 Use the printer's control panel to print self-test, if possible.
- 3 Check with you software vendor for help if you suspect a software problem.

When you call the Personal Peripherals Assist Line, please have the following information available to help us answer your questions:

- Identify which computer you are using.
- Identify any special equipment or software you are using (for example, spoolers, networks, switch boxes, modems or special software drivers).
- Identify the cable you are using and who sold it to you.
- Identify any special interface, I/O, or RAM boards installed in your printer.
- Identify the software names and versions you are currently using.

